



MEMORANDUM

DATE: June 2, 2020
TO: Santé Community Physicians
FROM: Kelly Lilles, Director, Physician Services
RE: Anthem Blue Cross - CVS Specialty Pharmacy Process

Santé would like to remind you that effective **July 1, 2020**; Anthem Blue Cross has designated CVS Specialty Pharmacy for specialty medications administered in the office or outpatient hospital setting. Providers will be **required** to obtain specialty pharmacy medications through CVS. This applies to all specialty drugs covered through the commercial HMO member's medical benefits where Anthem has financial risk for the cost of specialty medications. Santé will continue to be responsible for UM and prior authorization of specialty medications.

For dates of services **on or after July 1, 2020**, providers will be required to contact CVS Specialty's dedicated Anthem line listed below to order medical specialty medications for commercial HMO members. CVS Specialty can ship specialty medications for commercial HMO members home, work, physician's office, or location of their choice, including more than 7,800 CVS pharmacy locations across the country. Providers should continue to submit for administration of the medication, but not bill for the medication itself. CVS Specialty will bill Anthem and they will pay them directly. **If specialty medications are not obtained through other pharmacies, the claim will be denied.**

Enclosed you will find the Medical Specialty Pharmacy process for your reference.

Please see below for the contact information for CVS Specialty Customer Service.

Phone Number: (877) 254-0015

Fax Number: (866) 336-8479

Hours of Operation:

Monday – Friday 8:00am – 10:30pm Eastern Time

Saturday – 9:00am – 1:00pm Eastern Time

If you have any questions, please contact our customer service team at (559) 228-5410.

Medical Specialty Pharmacy Process

The intent of Medical Specialty Pharmacy Process, as described below, is to assist providers navigate delivery of specialty drugs to Anthem HMO members. This process document applies to shared risk groups wherein specialty drugs covered through the HMO member's medical benefits are Anthem's financial risk for the cost of specialty medications. Division of Financial Responsibilities (DOFR) may vary, please refer to your Medical Services Agreement to determine financial risk.

